

ABSTRACT

A system for ordering events comprising a switch for receiving calls, the switch adapted to receive the caller's calling number and the called number; an interactive voice response unit for providing recorded voice response, the interactive voice response unit configured with multiple applications; a data storage component configured with customer information and event information, said customer information including account number and calling number data and the event information including event title; a temporary data container for storing customer data received from the data storage component for use in call processing; and wherein the system is configured to retrieve the customer data from the data storage component based on the calling number and to store the customer data in the temporary data container for use in subsequent call processing applications